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22nd June 2022

Email:

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Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 220605.

You requested the following information, please also see our response below:

Under the access to information provisions of the Freedom of Information Act (2000) I would like to receive the following

- **Slips, Trips and Falls Protocol**
- **Fracture Protocol**

A 'slips, trips and falls' protocol relates to NHS inpatient units (e.g. hospitals and community hospitals), not an ambulance service. We don't have inpatients and so we don't have a protocol to prevent them from slipping, tripping or falling. we refer to JRCALC guidance for managing patients who have already slipped, tripped and fallen

Likewise we don't have a 'fracture protocol', but we instead follow the clinical guidance of JRCALC in how we manage patients who have a suspected fracture.

- **Training requirements of call handlers**
From a 999 triage perspective, an EMA will follow NHS Pathways triage system. From an EOC perspective, all staff are required to undertake Statutory and Mandatory training, manual handling, health safety modules are covered.
- **Re-direction to non-emergency services protocol**
From a 999 perspective, depending on the disposition following a triage through NHS Pathways, a patient will either receive an emergency response or will be referred to the DOS (Directory of Services) in the community.
- **Details held by SE Coast Ambulance Service of the Service Provision / Service Specification of Victoria Hospital Herne Bay; Service Specification of the Bay Medical Centre Whitstable**

Service Provision / Service Specification of Victoria Hospital Herne Bay;
Service Specification of the Bay Medical Centre Whitstable is not held by
SECamb.

Please contact NHS commissioners for these details, Kent and Medway CCG
Link below:

[Home :: Kent and Medway Clinical Commissioning Group
\(kentandmedwayccg.nhs.uk\)](http://kentandmedwayccg.nhs.uk)

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance
contact Caroline Smart, Head of Information Governance via the following email
address:

FOI@secamb.nhs.uk

Yours sincerely

**Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust**